



The Complaints Procedure for students.

As part of our ongoing quality assurance Western Maritime Training encourages and welcomes feedback from all Students who are recipients of our training. This applies both to positive and negative experiences of our training and any suggestions for improvement. Western Maritime Training Ltd is committed to providing the highest quality training and we can only improve if you let us know.

This complaints procedure is designed to provide a systematic approach to dealing with complaints that may arise and is designed to support any comments made on the end of course feedback forms.

There are two stages to the complaints process:

Stage 1

Whilst most individuals or organisations may complain verbally at first (either face-to-face or via telephone), we encourage you to put your comment in writing. At no point, should you be discouraged from making a complaint.

Regardless of whether the complaint is in writing Western Maritime Training will keep a record of all complaints made.

The procedure for a complaint about us, our training, personnel, equipment or administration whether generally or specifically will be:

1. We will acknowledge the complaint within 4 working days detailing how we understand the complaint. We will conduct an initial investigation and write to the complainant within 30 working days of receiving the complaint, giving details of the complaint, and our actions and decisions in response to it. Where it is not possible for any reason to conclude the investigations and provide our definitive responses to the complaint within this timeframe, a letter will be sent to the complainant explaining why and providing a date for a further response. A resolution must be in place within 12 weeks of the initial complaint.
2. We will record the complaint and our response and actions on the Company's registration file and non-conformity system.

Stage 2: Appeal

If you are not satisfied with the outcome of Stage 1 You have the right to lodge an Appeal within 21 days from the date of the initial Complaint response letter. (see 1. above).

You will normally have the right of Appeal. You have the right to take your complaint to the Directors for resolution. The Directors will review the complaint, and associated responses and where appropriate take advice from awarding bodies. The decision of the directors will be conferred to you in writing (the complainant) and the decision will be deemed to be final subject to additional rights conferred upon you by legislative bodies, awarding bodies and UK law as it stands at the time of the appeal. The Complaints Sub Committee will comprise:

- Director
- Administrator
- Relevant (independent) Lecturer if appropriate.

The nature and outcome of official complaints will remain confidential, as appropriate. This includes correspondence and investigation notes. Such notes will be kept on record for one year, after which they will be destroyed.